

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Feb. 28, 2018 Case Number: 18-84

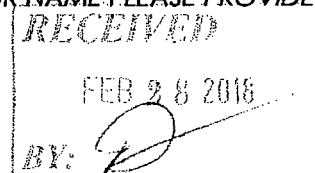
A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: CAROL ROWAND
Premise Name: Corona Vet. Service (mobile vet?)
Premise Address: PO BOX 1304
City: VAIL State: AZ Zip Code: 85641
Telephone: 520-282-9315

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: CAROL SULLIVAN
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.



C. PATIENT INFORMATION (1):

Name: LACI (SULLIVAN)

Breed/Species: MALTESE DOG

Age: 12 Sex: FEMALE Color: white

PATIENT INFORMATION (2):

Name: MISSY (SULLIVAN)

Breed/Species: MALTESE DOG

Age: 10 Sex: female Color: white

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

MOUNTAIN VIEW ANIMAL CLINIC
13750 E SUCCESS DR.
VALE ARIZ 85641
520-762-0455

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

John SULLIVAN
[REDACTED ADDRESS]
[REDACTED PHONE]

KAITUN WAS MANAGER @ USTA FEEDS ON
SAHUAWITA RD in CORONA @ TIME OF SHOT CLINIC - I
INFORMED HER IMMEDIATELY FOLLOWING TRIP TO THE
Mtn. View clinic.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Carol Sullivan

Date: 2/23/2018

OVER →

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I took Laci + Missy to a shot clinic conducted by Carol Rowand. This is the most unorganized shot clinic I have taken my dogs to. (See attached for more). I wish now I had taken pics or a video.

Carol was confused by all the vials, tubes, + papers that were strewn all over the table. I took girls for H1N1 and Rabies. What they got was the Lepto vaccine (all at once - dogs are 7 lbs each) that they each had gotten in two shots according to weight, back in June 2017. I was instructed to give them each half a dose of Benedyl. That was the last time I heard from her. Our girls continued to worsen and I took them to their Vet. Dr Amy @ Mountain View Animal Clinic. After reading the paperwork, it was determined that Laci + Missy had been overdosed. I contacted Carol Rowand and I never heard back. Nothing - the written paper was info I sent to our community forum about the total lack of professionalism and how disorganized she was. I am the only voice my dogs have and I often wonder what they would have said, though I know how they reacted. I just don't want anything like this to happen to another pet in our area.

My original post to Corona Forum

P.S.A. this has been weighing on my mind for some time...I will try to be as brief as possible....Please note--this is NO REFLECTION on Vista Feeds!!!! we having been going there since the day they opened and using the shot clinics.

in the beginning of Sept we took our girls to the shot clinic--I had scheduled an appt for 10.30.....everything looked normal at first with papers, etc.....then I noticed there seemed to be confusion regarding viles, tubes, needles, etc....in any case the girls were to get rabies and the 4-in-one--total \$70.00.

within 2 hours Missy became lethargic--wouldnt eat or drink--Laci took about 4 hours....I was beside myself with worry as the girls had never had a reaction to these shots before.....I emailed the dr. when Laci began to show the same symptoms...I was told to give the dogs benedryl?.....never got a call back to see how the girls were doing.

We took the dogs to their regular Vet @ (Mountain View Animal Clinic) ...Dr Amy informed me that the girls were overdosed ((according to the paperwork I presented regarding the shots they received)) with the vaccine for Lepto????? ...we had gotten the girls this vaccine back in March..(and yes they had reactions @ that time) but not to this extent. I did NOT order this, nor did I pay for this....my girls were the ones who suffered for 2 and a 1/2 days and they have no voice.

June
(see attached)

Upon returning home, I sent the doctor an email stating what our Vet said and I have yet to receive an apology. I am certainly glad that nothing severe happened to my girls.

my hope in stating all this is that another one doesnt have to go through this, just be aware of what is going on when you use this clinic.....we have decided that we will pay the extra \$\$ and go to the vet!. Just to be safe!!!!

40 Comments

Nicole Marie Unfortunately I didn't have a great experience there either. I took my 5 pound dog there last year, for rabies, and one other serious of shots I don't remember. When the vet was giving my dog the shot I saw the needle and it was the thickest needle ever. It caused this huge hard lump underneath my dog's skin. I took a few months for it to go away, but I will never take my dog there again.

Carole Sullivan my dogs weigh 7 lbs each.....I am thinking the lepto was a larger dose for other dogs :-
---..Our Vet will be the best bet in the future! I am sorry this happened to your little baby!
Nicole Marie I even questioned the dosage before she gave the shot, and she said all dogs get the same, so I wonder if that was part of the issue too. Sorry about your dogs too

Carol is no longer holding shot clinics @ Vista Feeds, BUT @ our local Legion #109.

----- Original message -----

From: Tami Date: 2/12/18 10:49 AM (GMT-07:00)

To: [REDACTED]

Subject: Alumni confirmation

Hello,

I'm writing to you to confirm that an individual who claims to have a degree from your UCD School of Veterinary Medicine actually does.

She is conducting business locally in Arizona in the USA and frankly, I have my doubts. She does not seem skilled at all.

She was grossly unprepared for the exam though we had an extensive communication prior as to my concerns for my cat. Very disorganized, no cleanliness practices, unskilled.

She does not have an actual brick and mortar practice and operates out of a vehicle as a mobile vet.

Her information is as follows:

Carol Rowand

I do not have a date of claimed graduation but she appears to be somewhere mid twenties to late thirties (?).

My concern is if she is not actually a licensed veterinarian she could be doing potential harm, plus it would not be good for the UCD to have someone misrepresent a degree from your college.

I looked her up on the Arizona veterinary licensee registry but in their disclaimer it states they get their information from the licensee themselves and rely on the information provided by the licensee to be truthful and accurate! Apparently no checks and balances.

My worry is she is serving a some community, potentially fraudulently.

I worked at a veterinary hospital for three years and it was really apparent to me something is wrong.

I hope you can help me with this.

Thank you,

Tami Sauerman

And the reply

From: Jennie Blake <jennie.blake@ucd.ie>

Date: 2/13/18 4:26 AM (GMT-07:00)

To: [REDACTED]

Subject: Your query re UCD graduate

Dear Tami

Thank you for your email which my Director passed on to me.

I can confirm that we have a Carol Rowand on our records who graduated with a degree in Veterinary Medicine from UCD in 2014.

Kind Regards,

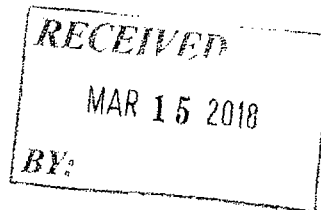
18.84

Vaccination only
5in1 dhpp.

The owner contacted me the next day by phone, described lethargy but no life threatening symptoms. I advised to give antihistamine and contact me if symptoms persisted. Hear nothing more for several days, and then was sent an email by the owner that she had taken them to another clinic. Owner went on social media, and I decided that further interaction would be detrimental.

I have taken steps to organize and record activity at my vaccination clinics when they happen. It should also be noted that according to the other clinic's records the dogs received a single vaccination in July, and would have been due for a booster within 6 weeks for leptospirosis, which they apparently didn't receive.

[Handwritten signature]





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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona Veterinary Medical Examining Board

FROM: PM Investigative Committee: Donald Noah, D.V.M. - Chair
Amrit Rai, D.V.M.
Adam Almaraz
Christine Butkiewicz, D.V.M.
William Hamilton

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Sunita Krishna, Assistant Attorney General

RE: Case: 18-84
Complainant(s): Carole Sullivan
Respondent(s): Carol Rowand, DVM (License: 6701)

SUMMARY:

Complaint Received at Board Office: 2/28/18
Committee Discussion: 7/10/18
Board IIR: 8/15/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014
(Salmon); Rules as Revised September
2013 (Yellow)

On September 2, 2017, "Missy," a 12-year-old female Maltese and "Laci," a 10-year-old female Maltese was presented to Respondent for vaccines. Shortly after arriving home, the dogs became lethargic; Respondent recommended an antihistamine and to call her back if symptoms persisted.

Complainant contends Respondent was negligent in the care of the dogs.

Complainant was noticed and was available telephonically – could not be reached.
Respondent was noticed and did not appear.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Carole Sullivan*
- Respondent(s) narrative/medical record: *Carol Rowand, DVM*
- Consulting veterinarian(s) narrative/medical record narrative: *Amy Hoffman, DVM – Mountain View Animal Hospital*

PROPOSED 'FINDINGS of FACT':

1. On September 2, 2017, the dogs were presented to Respondent to be vaccinated. Complainant was concerned the dogs received a leptospirosis vaccine which they had already been vaccinated for in June at Mountain View Animal Clinic. The dogs were also vaccinated for rabies.
2. The medical records Complainant submitted show both dogs were vaccinated with distemper parvo, corona & lept combo, and rabies.
3. Complainant stated that shortly after the dogs were vaccinated, they would not eat or drink for 2 – 3 days. She contacted Respondent that day and was advised to give the dogs Benadryl. The dogs continued to worsen therefore they were taken to Mountain View Animal Clinic.
4. According to Respondent, Complainant contacted her after she vaccinated the dogs and described lethargy but no life threatening symptoms. She recommended giving the dogs an antihistamine and to contact her if the symptoms persisted. She did not hear back from Complainant until receiving an email stating she was taking the dog to another premise.
5. On September 27, 2017, the dogs were presented to Mountain View Animal Clinic for exam. Dr. Hoffman stated that Complainant had reported the dogs had a vaccine reaction from vaccines administered by Respondent however at the time she examined the dogs, there was no signs of an issue and she did not see them for the reaction.
6. The medical records Respondent submitted state that they were generated on March 12, 2018, after the complaint was filed. Neither Complainant's medical records nor Respondent's show that either dog was examined or results documented. Additionally, the medical records Respondent submitted have a different pet owner name and address – not Complainant's. Also the age of the dogs is not recorded in the medical record.

COMMITTEE DISCUSSION:

The Committee discussed that they did not find any medical concerns with this case. It is not clear if the dogs received a one year lept vaccine in June 2017.

The Committee did find medical record keeping issues.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that possible violations of the *Veterinary Practice Act* occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board find:

ARS § 32-2232 (21) as it relates to AAC R3-11-502:

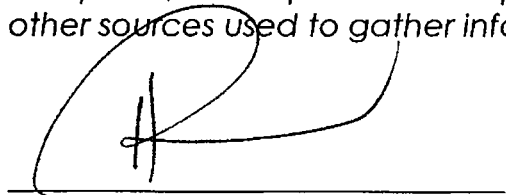
- (L)(1) failure document the name, address, and phone number of the pet owner in

the medical record;

- *(L) (2) failure to document the weight and age of the dogs in the medical record;*
and
- *(L) (4) failure to document the results of the exam in the dogs' medical record.*

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

A handwritten signature in black ink, appearing to be 'TRACY A. RIENDEAU', written over a horizontal line.

Tracy A. Riendeau, CVT
Investigative Division